

IT Disaster Preparedness

Hope for the Best, Plan for the Worst

Presented By:
Josh Griffin, MCSE Security
IT Manager
Geonetric

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today's Webinar

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Take-Away

- A checklist for the 3 P's of Disaster Preparedness

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About Today's Presenter

Josh Griffin, MCSE Security

IT Manager , Geonetric

Josh assists clients and provides technical support for their VitalSite implementations. He is also responsible for Geonetric's daily IT operations, including network security and disaster recovery.

Prior to working at Geonetric, Josh served as Lead Systems Engineer for the Ronald Reagan Strike Group, where he ran an IT department of 60 personnel who supported a network of over 6,000 on an aircraft carrier and was responsible for the USS Ronald Reagan's MEDWeb eHealth platform. Josh served in the military for 10 years. He holds a Navy Accommodation Medal for fleet wide technical support and four Navy Achievement Medals for Outstanding Communications Technical Support.

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Agenda

- What is a Disaster
- Preparation
- Response
- Practice
- Questions and Answers

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What is a Disaster?

- Systems administrator deploys patches without testing
- RAID controller fails
- Natural disasters
- Virus
- Domain name wasn't renewed
- Data breach

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Why Prepare?

- Consumers rely on Web sites
- Data breach makes headlines
- Customer data is guarded and available
- Legal liabilities

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The 3 P's

- Prevention
- Preparation
- Practice

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Prevention

- Assess risk
- Identify points of failure
- Assess impact
- Define recovery priorities
- Options:
 - Redundancy
 - Failover
 - Recovery options

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Prevention (cont.)

- Power and Cooling
- Hardware
 - Redundant vs. Recoverable
 - N+1
- Security Threats
 - Protection
 - Monitoring
 - Maintenance

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Prevention (cont.)

- Security Threats
 - Internal
 - People
 - External:
 - Cross-site scripting (XSS) or “hackers”
 - Outdated systems

You can lock down everything in your systems but one wrong move by an employee can have devastating effects

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Preparation

- Alert system
 - System monitor with real-time alerts
 - Example: Cross-site scripting attack in progress on your site
- Web server open to Internet
 - Firewall
 - Intrusion Detection System (IDS)

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Preparation (cont.)

- Penetration testing on Web server
- Crisis action steps
 - Communications: Determine internal and external communications
 - Technological: Define responsibilities prior to the crisis

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Preparation (cont.)

- Generate a disaster recovery plan
 - Roles and responsibilities
 - Resource requirements
 - Training requirements
 - Testing schedule
 - Backup frequency and data retention policy

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Practice

- Practice, practice, practice
 - Practice ensures you will be prepared to carry out your plan efficiently
- Create a disaster
 - Real situations produce real results
 - “Kick the cord out” and react as if you lost power

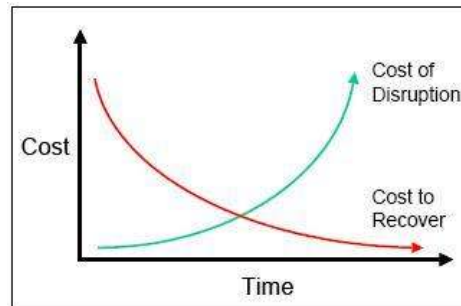
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Prepare for the Unlikely

- Plan for the unexpected crisis
 - Example: Car accident during chiller recycle
 - Likelihood of occurrence: 0.0001%

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Cost of Recovery



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Ongoing Planning

- Disaster recovery plan is a living document
- Constant supervision and maintenance
- Many pieces
 - Security
 - Personnel
 - Infrastructure

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Conclusion

- Disaster takes many forms
- **Prevent** outage by identifying all single points of failure and security risks
- **Prepare** for the worst by identifying possible disasters and creating a plan
- **Practice** to ensure you respond effectively
- Plan needs constant maintenance

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Resources

- National Institute of Standards and Technology
Special Publication 800-34 www.nist.gov

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Take-Away

- A checklist for the 3 P's of Disaster Preparedness

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Questions?

- To learn more:
 - Contact us
 - 319-221-1667
 - Ben@geonetric.com
 - Visit our Web site
 - www.geonetric.com

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Next Month's Webinar

**Reach the Mature Market:
How Seniors Use Hospital Web Sites
Thursday April 17th at 2:00 PM CDT**

People aged 65 and older represent the fastest growing demographic in the world. Although they don't make up the majority of the audience for your hospital's Web site, they are a segment that can't be ignored. Join us as we review the opportunities and challenges this demographic presents Web site designers and content writers. We'll also discuss how your approach to this market will change as the baby boomers, which are more Internet savvy, join the seniors in the next 10 years.

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